

Access to Health and Human Services in Massachusetts

Executive Office of
Health and Human Services

Starting in July 2004, access to the following programs will be available through the EOHHS web page at Mass.gov

- MassHealth including:
 - Children's Medical Security Plan
 - Healthy Start
- Child Care
- Early Intervention¹
- Food Stamp Benefits
- Substance Abuse Program¹
- Women, Infants and Children Nutrition Program (WIC)
- Women's Health Network¹

Uncompensated Care Pool available starting October 1, 2004

¹Limited functionality



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Questions? Send us an e-mail at
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Commonwealth of Massachusetts
Mitt Romney, Governor

**Executive Office of Health
and Human Services**
Ronald Preston, Secretary

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www.mass.gov/eohhs
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**Brochure version
prepared for providers.**



What is new?

There is a new way to access Health and Human Services in Massachusetts: an online “virtual gateway” to programs and services.

Starting in July 2004, consumers and service providers will have access to program information and a powerful set of tools over the Internet. The Executive Office of Health and Human Services (HHS) web page at Mass.gov will serve as a single access point on the Internet for a wide variety of programs from health care services to food stamps and child care.

Using the information and tools available, consumers, medical providers, community-based organizations and HHS agencies can work together to ensure that people are linked to the programs they need as quickly and efficiently as possible.



What can be done today?

These tools will be available starting in July 2004. They will be accessible from any location with an Internet connection.

Tools

- *Catalog of Services.* A searchable catalog with descriptions of the programs listed below.
- *Screening.* A short on-line survey to determine potential eligibility for any or all of the programs listed below.
- *Common Intake.* A single, on-line data collection form for registered providers. This form, submitted electronically, can be used to generate applications for multiple HHS programs on behalf of clients.
- *Application Tracking.* Tools to help service provider staff locate, track and manage their applications.

The Catalog and Screening tools will be available to consumers and service providers. The Common Intake form and Administrative capabilities will be rolled out gradually over time to groups of providers beginning July 2004. These features will be available for the HHS programs below.

Programs

- MassHealth including:
 - Children's Medical Security Plan
 - Healthy Start
- Child Care
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- Food Stamps
- Substance Abuse¹
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What's in store for the future?

New tools and programs will be added over time. Future capabilities will include service tracking and electronic payment functions for certain HHS programs (the initiative formerly known as “STEPS”).

What are the benefits?

Improved access to HHS programs and services.

- A single point of access on the Internet
- A central source for program descriptions
- A straightforward way to apply for multiple programs and services

Increased efficiency, quality and consistency of service

- A list of programs and services for which a consumer may be eligible
- Tools for ensuring complete and accurate program applications

This “virtual gateway” to Health and Human Services uses modern Internet technology to provide convenient access to information about the Commonwealth's health and human service programs. It represents the best in social service technology in the service of families who need it most.

